

# FFT Monthly Summary: July 2019



The Farley Road Medical Practice  
Code: H83004

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	8	2	1	0	0	0	0	0	50	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at [cqrsservicedesk@gdit.com](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

169

Responses:

50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	8	2	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	8	2	1	0	0	50
Total (%)	78%	16%	4%	2%	0%	0%	100%

Summary Scores

94%

2%

4%

## NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the ‘Net Promoter’ scoring methodology to a simpler ‘Percentage Recommended’ and ‘Percentage Not Recommended’ method.

The percentage measures are calculated as follows:

Recommended (%) =  $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

Not Recommended (%) =  $\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score:94%

Percentile Rank:80TH

0%50%100%

0%w Score

Lower

Mid

94%100%High Score

Notes:

1. Display the 'Recommended' score and percentile for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

110%100%90%80%70%60%50%40%30%20%10%0%-10%

01/0703/0705/0710/0712/0715/0718/0722/07

All Practices

The Farley Road Medical Practice

Notes:

1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	80%	88%	92%
The Farley Road Medical Practice	100%	94%	92%

Gender

All Practices

90%

88%

The Farley Road Medical Practice

96%

92%

Notes:

1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

FFT Score %

110%100%90%80%70%60%50%40%30%20%10%0%

MondayTuesdayWednesdayThursdayFridaySaturday

Recommended

Not Recommended

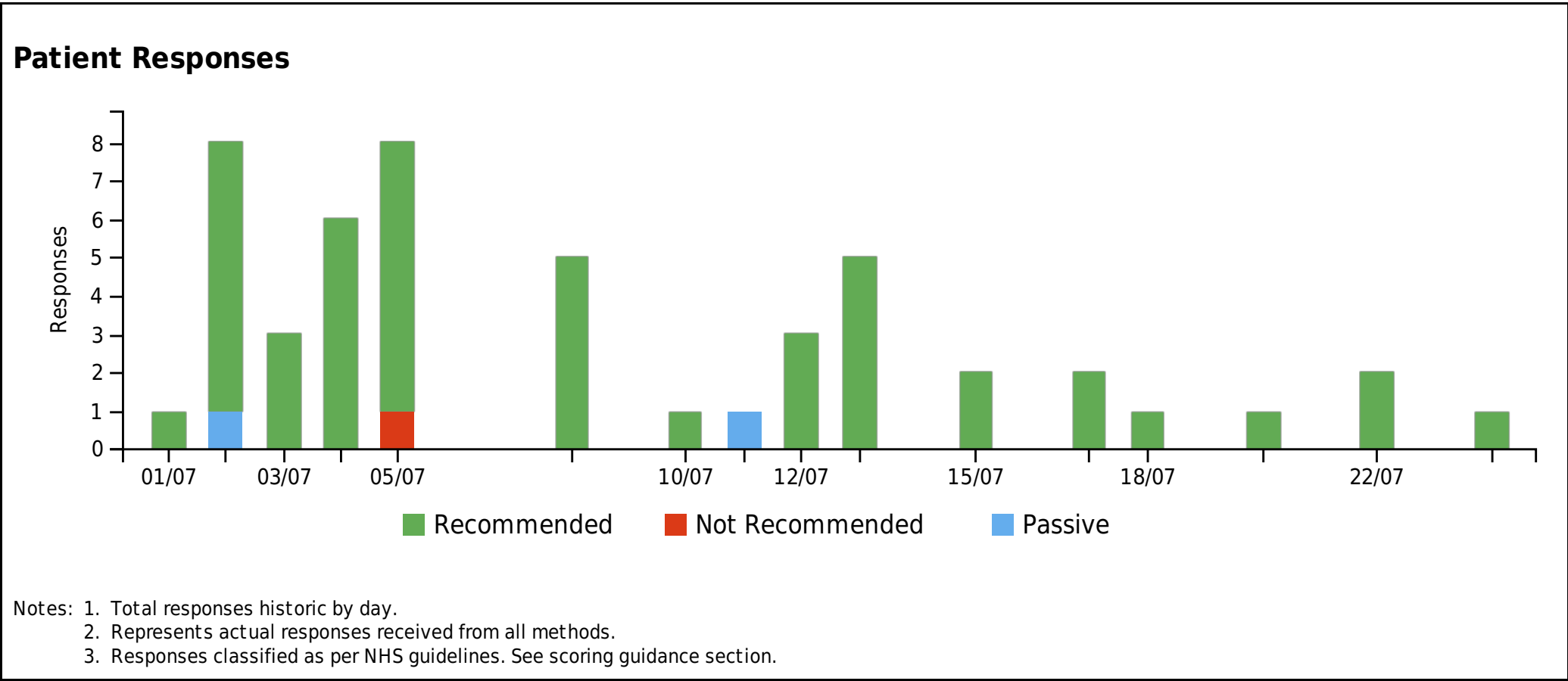
Notes:

1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



## SECTION 5

## Patient Free Text Comments: Summary

### Thematic

Reception Experience	5
Arrangement of Appointment	7
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.  
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.  
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

### Tag Cloud

The tag cloud displays various patient feedback terms. The most prominent words, indicating higher frequency, are 'caring', 'helpful', 'good', 'efficient', 'professional', 'quickly', 'waiting', 'friendly', 'excellent', 'nice', 'able', 'much', 'polite', 'amazing', 'thoughtful', 'additional', 'lovely', 'great', 'timely', 'welcome', 'several', 'well', 'red', 'overly', 'factually', 'necessary', 'courteous', 'traditional', 'difficult', 'online', 'easy', 'also', 'particular', 'privileged', 'now', 'giving', 'alone', 'extra', 'recommending', 'considerate', 'warm', 'helping', 'generally', 'medical'.

## Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.  
2. Classification based on initial response to Q1 rather than content of message.  
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

## Recommended

- ✓ The Dr was very kind and easy to communicate. She listened to my problem and offered the necessary treatment. She also explained in details the pros and @ and cons of the treatment. As always I am satisfied with the caring attitude of all the staff at the surgery.@gery.
- ✓ *Listens and understands to family needs generally. She's lovely.*
- ✓ Because I have always had good experiences since I have been at the practice
- ✓ *Always friendly and efficient service.*
- ✓ Always get first class treatment from all doctors
- ✓ *doctor Jasper was on time his advice as always was considered He always makes you feel welcome and he listens and never makes you feel rushed*
- ✓ I have been a patient for 28 years and the service provided has always been good but is now excellent. I have recommended the surgery to several people, @ple, all of whom have been impressed by the help they receive. In particular my family feel privileged that if we need the additional support Dr Jasper provid@rovides a level equivalent to a traditional family doctor. Thank you. @you.
- ✓ *Great service and all round care.*
- ✓ Experience at the surgery is always very good but parking is always an issue. Difficult when you have a baby etc. That's the only thing I'd warn ppl abou@ about before recommending the surgery. @ery.
- ✓ *Prompt service and polite staff*
- ✓ Very helpful & understanding
- ✓ *The Practice is amazing, from the doctors to the receptionists and nurses. Everyone is so helpful and caring. The system of booking same day appointments@ments works very well as does the online system. @tem.*
- ✓ No waiting, very nice doctor.
- ✓ *Haven't been to GP sugery for over 6 - 9 months and everything as it should be no waiting time for appointment and consultation was good.*
- ✓ Because every body has been so kind and the nurses KarenandDebbie have gone the extra mile for me and gone out of there way to get me the appointments I @ts I need they are a credit to the surgery Thankyou @kyou
- ✓ *Very professional service on offer.*
- ✓ Considerate and caring GP who takes their time to assess the problem
- ✓ *Staff are always very helpful , and doctors listen to you .*
- ✓ Excellent medical treatment and advice from GP and Nurses. Courteous and efficient office staff. On line booking and texting reminders also very helpful.
- ✓ *I have been a patient at this practice since 1963, this alone speaks volumes, when and if I need their services I am always able to get an appointment, t@nt, they are professional, efficient and caring. There is also never any delays or hesitation should a referral be required. @red.*
- ✓ Able to get appointments online with not too much wait
- ✓ *Quickly seen to, information given factually and with care, patience given to my son's questions.*
- ✓ Kind thoughtful doctors helping solve problems
- ✓ *The efficient way I was dealt with. Prompt and timely.*
- ✓ Very nice doctors
- ✓ *You have been very kind and I thank you very much for letting me register with you and for giving ma an appointment so quickly!*
- ✓ Appointment was on time. Service not overly warm.
- ✗ *You always excellent care and attention*

## Not Recommended

## Passive